

Star wars: Commander

GX Report July 13 - 19 2014

For the Week July 13 - 19, 2014

Total Tickets received for Star Wars: Commander: **18** (>1% of all tickets)

Android: 3

iOS: 15

Overview

Star Wars: Commander is lauded by players as the next “Clash of Clans but better - because it’s Star Wars.” Players quickly consume the available content. Despite available pvp, it will be a challenge to show players the continuous frequent updates they expect. Some players needed help turning off sounds for their notifications - they were getting in trouble playing at work.

Top Support Issues:

Reaching End of Game. Players are confused when they complete chapter 6, the last chapter available. In most of our games, we do not clearly state that players have completed available content, and players believe they have encountered a show-stopping bug. Frozen Free Fall is a good example of how to handle players that reach that state in-game, with clear messaging and a redirect to replay and master existing content.

Star Mastery Lost. When players replayed earlier missions for star mastery (high scores) they wiped mastery progress from later missions.

Unit Error Messages. Players could build and deploy units without upgrading some of their buildings. When a fix was pushed, players received an error message when trying to use those units. Players were not aware of the upgrade requirement to resolve the issue.

PvP and Revenge. Players in our top levels have a decreased pool of competitors. Like our other PvP games, those players often feel “picked on” by specific users, since they are more likely to see them repeatedly. If a player has already attacked all of the players in their level bracket, they may receive an error saying there is no one to battle.

Players in this situation may benefit from the following:

- Redirect to complete the PvE (Player versus Environment) missions

- Redirect to complete specific PvE missions to earn star mastery

- If those are already complete, then an NPC (Non-player character) alternative for PvP, so they can continue to battle.

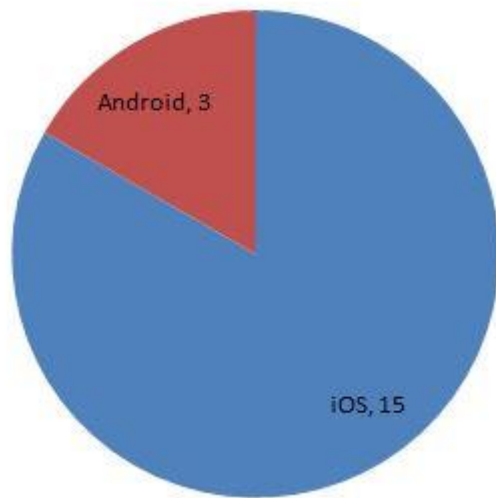
- * It costs player resources to participate in PvP.

Support Ticket Categories

Loading Issue	6	33.3%
Bug Report	4	22.2%
Billing	3	16.7%

Player reviews - Android

- Ok im a hardcore gamer and disney if u listen to me this game could pick up in profit. First of all expended surviving troops is a turn off. Look at castle clash. Troops get returned 1, 2 the game is not that smooth.
- Alright Its good but it won't let me write my call sign, the keyboard wont show up, please fix
- In love. The droids in this app are the ones you are looking for.
- Notifications Unfortunately I have to give this one star until I can find out how to turn off the notifications.



This week in Star Wars - Knowing the Star Wars Fan.

Every word in Star Wars Episode IV:

<https://www.youtube.com/watch?v=5GFW-eEWXlc&feature=youtu.be>

Star Wars, Minecraft

<http://sploid.gizmodo.com/some-really-crazy-people-made-the-entire-star-wars-movi-1606001970>